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**Patent Application**

Inventor : Jon Allen Ford

Case : 1

Serial No. 09/420,912 Group Art Unit 3426

Filing Date 10/20/1999

Examiner Rebecca M. Bachner

Title Arrangement For Resource And Work-Item Selection

*#5TA  
5-7-920*  
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APR 29 2002

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*Technology Center 2100*

DIRECTOR FOR PATENTS

WASHINGTON, D. C. 20231

SIR:

**AMENDMENT**

In response to the Office Action mailed on January 29, 2002, designated as paper no. 4 in the case, please enter the following amendment in the above-identified application.

**IN THE SPECIFICATION**

On page 33, replace the paragraph that begins on line 2 with the following new paragraph.

1 --A workflow system (FIG. 1) employs a selection engine (114)  
2 that attempts to match work items (100) with resources (104) in such a  
3 way that it brings the most value to all of the stakeholders in the workflow.  
4 Under resource or work-item surplus conditions (FIG. 4 or 5), the selection  
5 engine determines either those available resources that possess skills  
6 needed by an available work item or those available work items that need  
7 skills possessed by an available resource, for each determined resource